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This Business Change Certification provides an introduction to the business change process and the range of techniques used in the identification and development of business changes that have been enabled by information technology. IT-enabled Business Change offers an approach that extends from the initial investigation of the organisation through a business change lifecycle to the implementation of the proposed changes.

The Foundation Business Change training course provides an overview of the underlying concepts and techniques that will support successful change projects.

We also provide private and in-company Foundation in Business Change training courses. Call +44 (0)1273 622272 to discuss.

BCS Certification

This course prepares delegates for the BCS Professional Certification in Business Change examination. This is a one-hour, closed book exam at the end of the course. This certificate is a Knowledge-based Specialism module in the **BCS Diploma in Business Analysis**.

Course Objectives

Following this training course, candidates should be able to demonstrate knowledge and understanding of the principles and techniques of IT-enabled business change. Key areas are:

- Business and IT Alignment
- Business Improvement Definition
- Business Change Design
- Business Change Implementation
- Benefits Management
- Business Change Techniques
- Business Modelling Techniques

1. IT-enabled business change overview

- The role of IT in business change
- Four-view model of a business
- Lifecycle for business change
- Stakeholders in business change
- Techniques for enabling business change

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- Understanding the organisation and the business environment
- Strategic analysis techniques
- SWOT analysis
- Key areas for business/IT alignment
- Business architecture frameworks

3. Business improvement definition

- Principles of systemic thinking
- Gap analysis
- Options and feasibility
- Risk and impact analysis
- Content of a business case

4. Business change design

- Business process improvement
- Work practice and organisational modelling
- Business information modelling
- Information management
- IT systems development lifecycles

5. Business change implementation

- Planning the change implementation
- Acquiring IT solutions - development and procurement approaches
- Roles in business change implementation
- Business culture and business change
- Communications planning
- Post-implementation reviews
- Business change techniques

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